



## USA Payroll's

### Employee Assistance Program (EAP)

We all understand that people confront challenges both in their professional and personal lives, but now your employees and their family members don't have to face it alone. We've teamed up with Integrated Behavioral Health (IBH) to provide you with access to Work Life Services and an Employee Assistance Program (EAP) and created a program that we call USA Payroll's EAP. With USA Payroll's EAP, users have access to professional advice, support and other practical solutions intended to help deal with problems that might adversely impact work performance, health and well-being.

This service is always confidential, convenient and accessible! Users can call a toll free number, or visit the web site 24/7. You can feel good knowing that your employees and their family members have access to solutions that help control the ever-escalating demands of work and personal life.

#### Employees Receive

#### WorkLife Services

#### Employee Assistance Program (EAP)

- Unlimited access to online resource library
- Unlimited telephone consultations
- Three local face-to-face visits per year (For each member of the household)
- Parent education
- Adoption assistance
- Day care referrals
- College planning
- Senior housing referrals
- Legal / financial issues & planning
- Work related issues

**Life happens...take action, be prepared**



856-665-5600  
[www.usapayrollnj.com](http://www.usapayrollnj.com)

# USA Payroll's Employee Assistance Program



## EAP Return on Investment

*It pays to invest in employee health. Here's how you can save about \$5 or \$6 for every dollar you spend on an EAP.<sup>1</sup>*

## Lower the Cost of Stress

Job stress costs US industry up to \$300 billion annually due to absenteeism, employee turnover, diminished productivity, workplace violence, and direct medical, legal and insurance fees.<sup>2</sup> An EAP is one of the most effective ways to reduce these significant costs.

## Reduce Turnover

Recruiting, replacement and training costs vary, but may be between 50 and 150 percent of an employee's annual salary.<sup>3</sup> An EAP can improve employee retention by helping supervisors address employee performance issues and by helping employees manage personal problems affecting their work.

## Increase Productivity and Employee Satisfaction

Personal problems often negatively impact job performance. By assisting employees with financial and legal issues, childcare or eldercare, family issues and emotional problems, an EAP can help members and their families lead healthier lives at work and at home.

## Decrease Absenteeism and Sick Leave

After implementing an EAP, organizations often report significant declines in absenteeism, sick leave and workers' compensation claims. This is because the EAP quickly gives employees the resources and support they need.

## Increase Management Effectiveness

Many managers ignore obvious warning signs that an employee needs help - leaving employee problems improperly addressed. With an EAP, supervisors learn effective ways to address an employee's personal problems and performance issues. They also learn how and when to refer employees to the EAP.

## Improve Organizational Efficiency

The Client Services that come with standard EAP solutions help companies improve performance and productivity while streamlining operations. Expert services to guide companies through organizational change are also available.

## Reduce Risk of Litigation

An EAP can also reduce the risk of litigation. It helps employees respond effectively to workplace harassment or discrimination, and it helps supervisors know how best to intervene in difficult situations before employees seek legal action.

## Decrease Risk of Violence in the Workplace

Nearly two million people a year are victims of violence or threats in the workplace.<sup>4</sup> Workplace violence is often related to alcohol or drug abuse, job-related stress or domestic abuse. EAPs can play a key role in preventing workplace violence by promoting violence prevention resources and providing consultation for employees who are stressed or are involved in an abusive relationship.

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<sup>1</sup> Hiatt, Deirdre et al. EAP Treatment Impact on Presenteeism and Absenteeism: Implications for Return on Investment. *Journal of Workplace Behavioral Health* (2008).

<sup>2</sup> Southern New Hampshire Medical Center (July 2002).

<sup>3</sup> Driving the bottom line: improving retention. Saratoga PricewaterhouseCoopers LLP (2006). Accessed 12/7/2009 at [http://www.pwc.com/en\\_US/us/hr-saratoga/assets/saratoga-improving-retention.pdf](http://www.pwc.com/en_US/us/hr-saratoga/assets/saratoga-improving-retention.pdf).

<sup>4</sup> Workplace Violence, U.S. Department of Labor Occupational Safety and Health Administration (2002).